CLAIMS

1. (Currently amended) A method of receiving help at a mobile terminal comprising:

detecting a help trigger event at the mobile terminal;

formulating a help request, said help request comprising context sensitive data associated with a current status of the mobile terminal, said context sensitive data identifying an application running during said help trigger event; wherein said formulating said help request comprises determining, by said mobile terminal, an application that is active within the mobile terminal;

sending said help request from the mobile terminal to a remote help server via an RF link; and

receiving help information from said remote help server at the mobile terminal, said help information being based on said context sensitive data.

2. (Previously presented) The method of claim 1, wherein detecting the help trigger event at the mobile terminal is selected from the group consisting essentially of receiving the help trigger event via a function key, and receiving the help trigger event via a voice command.

3. (Canceled)

4. (Currently amended) The method of claim 3 1, further comprising determining, by said mobile terminal, the application most recently accessed by a user.

5. (Currently amended) The method of claim 3 1, further comprising determining, by said mobile terminal, an application state of the application.

6. (Currently amended) The method of claim 3 1, further comprising determining improper activities.

7. (Previously presented) The method of claim 1, wherein said help request further comprises information selected from the group consisting essentially of language, model number, and software version.

8. (Previously presented) The method of claim 1, wherein the context specific information of the help request is obtained prior to the time the help trigger event is detected.

9. (Previously presented) The method of claim 1, wherein formulating the help request occurs after the help trigger event is detected.

10. (Currently amended) A method of receiving information at a mobile terminal, the

method comprising:

> receiving a request for help regarding an application running on a mobile

> terminal;

> determining, by said mobile terminal, an application that is active with the mobile

> terminal;

> gathering context specific data regarding the active application, said context

> specific data identifying said application;

> sending the context specific data to a help server via an RF link; and

> receiving a help response from the help server, the help response being based

> on the context specific data.

11. (Previously presented) The method of claim 10, wherein gathering context specific

data regarding the application is performed prior to the time the request is received.

12. (Previously presented) The method of claim 10, wherein gathering context specific

data regarding the application is performed after the request is received.

13. (Original) The method of claim 10, wherein the context specific data regarding the

application is obtained from an activity log maintained at the mobile terminal.

14. (Previously presented) The method of claim 10, wherein sending the context

specific data to the help server comprises accessing the help server through a gateway.

15. (Previously presented) The method of claim 10, further comprising sending data selected from the group consisting essentially of a language, model number, and software version to said help server via an RF link.

16. (Currently amended) A method of accessing specific data at a mobile terminal from a remote user's manual accessed via an RF link through a help server, the method comprising:

receiving a help request at the mobile terminal from a user, the help request being directed to a specific aspect of the mobile terminal;

determining, by said mobile terminal, an application running on said mobile terminal when said help request is received;

collecting context specific data regarding the specific aspect of the mobile terminal, said context specific data identifying an said application running on said mobile terminal when said help request is received;

based on the context sensitive data, accessing help information at the help server from a specific section of the user's manual; and

communicating the help information to the user.

17. (Original) The method of claim 16, wherein the specific aspect of the mobile terminal is an application stored within memory.

18. (Original) The method of claim 17, wherein the context specific data is stored within memory.

19. (Currently Amended) A method of retrieving higher-level information from a remote

help server having a plurality of information levels, said method comprising:

    receiving a request for help at the mobile terminal;

    formulating a help request, said help request comprising context sensitive data

        associated with a current status of the mobile terminal[[,]];

    <u>determining, by said mobile terminal, an application running on said mobile</u>

        <u>terminal when said help request is received;</u>

    said context sensitive data identifying ~~an~~ <u>said</u> application running when said

        request for help is received;

    sending said help request from the mobile terminal to the help server via an RF

        link; and

    receiving at the mobile terminal higher-level help information accessed from a

        higher information level at said remote help server, said higher-level help

        information being based on said context sensitive data.

20. (Previously presented) The method of claim 1 wherein said context sensitive data

further identifies an application state of said application identified by said context

sensitive data.

21. (Previously presented) The method of claim 10 wherein said context specific data

further identifies an application state of said application identified by said context

specific data.